ITSD *Tech Talk*

Newsletter

September, 2006

Department of Health and Senior Services — Information Technology Services Division

Tired of all those filing cabinets?

The Department of Health and Senior Services (DHSS) purchased IBM Content Manager and Kofax Ascent Capture scan in June 2002 to start the Imaging project. Program costs for equipment and software are discussed in the Technology Assessment/Selection phase below. IBM consultants were contracted to assist with the installation and configuration of IBM Content Manager Library Server, Object Server and EIP. DHSS uses SAN (Storage Area Network) technology for the management, storage, and backup of the images. DHSS ITSD does not support the use of local scanners outside of the imaging project or placing imaged documents on shared network drives.

DHSS uses Digital Imaging to create efficiencies and improve effectiveness in the work place. DHSS uses Kofax Ascent Capture and certified scanners to provide the front-end preparation for capturing images. IBM Content Manager (CM) is the imaging solution software used to store, retrieve, route and import documents. In coordination with the program, most solutions can be developed and implemented by the Information Technology Services Division (ITSD) staff.

ANALYSIS: The successful design and implementation of an imaging system begins with proper analysis. The ITSD Imaging Team coordinates the project planning. This consists of meeting with program personnel to analyze and assess business processes to determine if imaging fits the program's needs. Long-term functionality, growth, and the existing network infrastructure are considered in the planning process.

DESIGN SOLUTION: If imaging is appropriate, a design solution is created determining the requirements to implement the system. A proposed implementation schedule is decided between ITSD and the program.

TECHNOLOGY ASSESSMENT/ SELECTION: Appropriate hardware and software are identified in the technology assessment and selection phase. Imaging Standards for PCs and scanners are published on the Intranet under Computer Standards/ Purchasing in the Imaging section. ITSD makes hardware and software recommendations based on the specific requirements of the program.

SOLUTION DESIGN: During the solution design phase laws governing the creation and use of records are evaluated. Statutes and administrative regulations may define how records are created and often determine the media used for storage. ITSD stresses the importance to meet legal requirements including compliance with an approved records disposition schedule. ITSD also recommends programs consult the department's legal counsel during the planning process.

DHSS currently scans approximately 350,000 pieces of paper per month. DHSS ITSD has over 2.5 million objects stored in 2 separate systems. Currently, there are approximately 28 work lists that programs use to process documents through the imaging system. Current DHSS ITSD programs utilizing the system include:

- Family Care Safety Registry
- Long Term Care
- Intermediate Care Facility for the Mentally Retarded
- Health Professional Incentive program
- Vital Records
- Health Education Unit
- Division of Administration's Contracts and Procurement

If you would like additional information about our Imaging solution, please contact the DHSS ITSD Help Desk.

Inside this issue:

ITSD Help Desk can be reached by phone 751-6388 or 800-347-0887, by emailing to Support@dhss.mo.gov or submitting an online request from the ITSD Web page at http://172.17.34.5/support.htm click on Online Support Request

MOHSAIC Strategic National Stockpile (SNS)

In 1999, Congress charged the Department of Health and Human Services (DHHS) and the Centers for Disease Control and Prevention (CDC) with the establishment of the National Pharmaceutical Stockpile; later renamed the Strategic National Stockpile (SNS), to be prepared for an act of terrorism or large-scale natural disaster that may require rapid access to large quantities of pharmaceuticals and medical supplies.

In the event of large-scale natural or man-made disaster, the CDC delivers a "12 Hour Push Package" to the State of Missouri within 12 hours of the request. The 12 Hour Push Packages are approximately 133 containers of pharmaceuticals and medical supplies that are strategically placed in 12 locations throughout the United States and comprises 3% of the Strategic National Stockpile. The remaining 97% is comprised of the "Managed Inventory" (MI), which consists of pharmaceuticals and medical supplies delivered within 24 to 36 hours to augment dwindling local and state resources.

MOHSAIC SNS is a DHSS .net (accessible through the Internet) application that was designed and written to track the SNS inventory throughout its life cycle. DHSS, in collaboration with Local Public Health Agencies (LPHAs) and participating hospitals, will use the application to track SNS inventory.

Upon receipt of the inventory from the CDC, DHSS will initiate, edit, and approve orders for supplies; transfer supplies to LPHAs and hospital dispensing sites; and return unused inventory.

MICROSOFT OFFICE TIP:

Using the Help feature in the applications provide step by step instructions to complete tasks and resolve some of the more common problems.

To use the Help menu in the Microsoft applications:

Click on the Help menu. If the Assistant is turned on, the assistant appears. If the Assistant is turned off, the Help window appears.

From the Help window
Click the Contents tab to scroll through a table of contents for Help
Click the Answer Wizard tab to type a question in the Help window
Click the Index tab to search for specific words or phrases

If the Assistant is turned on
Click on the Help menu
Click on Microsoft Help or use the F1 key
Type in your question and click on Search

Why and How Does ITSD Update DHSS Applications?

There are many reasons for updates to DHSS applications. Some of them include:

- Additional features that were not present in the currently released version
- Application changes due to regulations or different data required to be collected or viewed
- Updates and patches to an application that affect the other applications
- Fixing known defects that were discovered after implementation
- Migration to the latest delivery methods, technology, and software

Before an application is released, it must pass through a series of tests. When the user and team leads indicate a release is ready for production, the Implementation Coordinator (IC) is notified to begin the implementation process. The IC coordinates the implementation by setting up an implementation meeting with the project lead and representatives from the various groups impacted by the release, which could include database administrators, server administrators, developers, network administrators and personnel from other areas. The implementation meeting is a pivotal step in the implementation process because each individual release has its own set of requirements. During this meeting the implementation and communication plan is developed, some of the common activities include:

- Documentation of roles and responsibilities of each representative
- Identification of the implementation date and time
- Documentation of the steps required to move the new release to production
- Development and documentation of a rollback plan in the event a new release fails after being moved to the production environment.

An implementation meeting usually includes the representatives from the following groups:

Infrastructure and Development Support – the group responsible for the coordination of the process and implementation of special development infrastructure activities. The IC is a member of this team.

(Continued on page 3)

Updating Applications

(Continued from page 2)

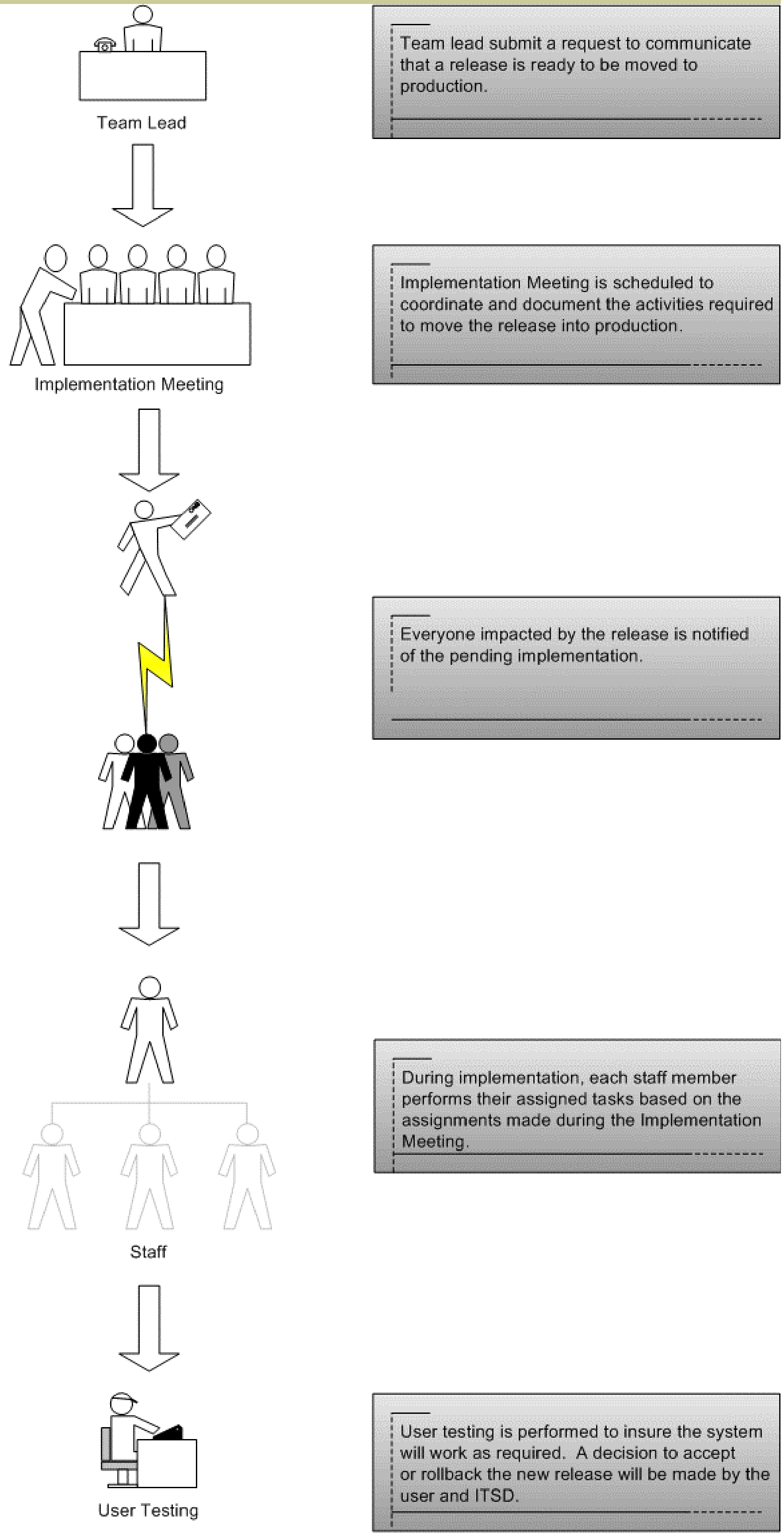
Team Lead and Application Team – the group who works with the DHSS program to change their vision into an application. The Team Lead is responsible for the application and may also perform the role of Developer and/or Designer who designs the user interface and the overall architecture of the application. The developer is responsible for developing the computer programs to support an application.

Database Administrator (DBA) – the group responsible for the production database and its related tables, indexes, user id, rights, roles and overall architecture. This is the transaction database the users will use to enter their data. The DBA is also responsible for migrating the various objects thru the various test databases and finally to the production database.

Technical Services – the group responsible for the network and servers. They insure each release will not overload the network devices and servers. They also update the production servers for each new release

Help Desk – the group that serves as the first point of contact for the users. Help Desk technicians resolve user problems or contact the appropriate personnel to resolve problems. In addition, they ensure appropriate user groups are notified and each release and maintain the DHSS MOHSAIC website and links. Representatives also assist with implementations.

Data Warehouse - the group responsible for the data warehouse database. This database is used for reporting purposes and the aggregation of transaction data. They will review the production database changes and determine if the changes will impact the data stored in the Data Warehouse.



New Excel Classes Offered by DHSS ITSD

Because of requests for classes covering specific topics in Excel, DHSS ITSD has increased the topics covered by offering Excel Graphs and Charts, Excel Databases and PivotTables, and Excel Macros classes.

The Excel Graphs and Charts course was introduced April 6, 2006. This course includes practice in:

- Chart types
- Creating charts
- Detailed editing options
- Column and Line graph with three axis and different values plotted on Y and Z
- Creating a Gantt Chart from Excel
- Broken Y Axis Chart

The Excel Databases and PivotTables course was rolled out June 21, 2006. Topics covered in this course include:

- Mail Merge with Word and Publisher
- Excel Subtotaling
- Conditional Formatting
- Filtering
- Importing into Access
- PivotTable creation
- Pivoting the data
- Formatting a PivotTable
- Adding new data to the PivotTable
- Creating a calculated field

Excel 2000 Macros will be offered October 5, 2006 and December 4, 2006. This course covers:

- Recording, running, and editing a macro using Visual Basic editor
- Adding a macro button to a worksheet
- Placing a combo and check box on a worksheet
- Creating a macro tool, toolbar , menu, and menu item

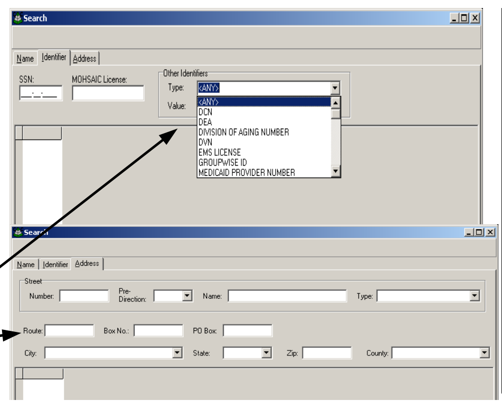
For a listing of classes, check enrollments, and to enroll in a DHSS ITSD course, go to http://172.17.34.5/Training/trainhome.htm.

The September 1 DHSS ITSD Tech Talk Newsletter is available at http://172.17.34.5/support.htm and on the Internet at http://www.dhss.mo.gov/NewsAndPublicNotices/

Child Care Search Tips

Child Care is a MOHSAIC application customized for supporting the licensing of child care facilities. The search screen for Child Care has three tabs.

- The first tab allows searches by Child Care facility name or by the First and Last name of a person in the MOHSAIC Database. (Below)
- The second tab allows for search by SSN, MOHSAIC License, and a dropdown list of multiple identifiers.
- The third tab allows for search by address.

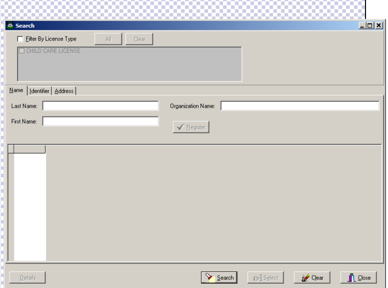


The MOHSAIC application for the Bureau of Narcotics and Dangerous Drugs (BNDD) also uses the same search screens to find their registrants.

Three wildcards can be used if the exact spelling is not known.

- ? can be used in place of one character
- % or * can be used in place of multiple letters
- By default, name searches always place a multiple-letter search wildcard (%) on the end of each name search

Once a person or facility is found, the "Details" button can be selected to view details about the client or the record can be opened by clicking on the record in the returned records list.



The Child Care search allows searches to filter for only parties that have (or had) a child care license.

DHSS ITSD Scheduled Classes with Available Seats

Course	Date of Class	Class Begins at:	Class Ends at:
WORD 2000 FORMS & TABLES	9/6/2006	8:00 AM	4:00 PM
ADVANCED WORD 2000	9/18/2006	8:00 AM	4:00 PM
ADVANCED ACCESS 2000	9/28/2006	8:00 AM	4:00 PM
EXCEL MACROS	10/5/2006	8:00 AM	4:00 PM
ADVANCED POWERPOINT 2000	10/18/2006	8:00 AM	4:00 PM
INTRODUCTION TO WORD 2000	10/24/2006	8:00 AM	4:00 PM
INTERMEDIATE ACCESS 2000	10/27/2006	8:00 AM	4:00 PM
ADVANCED ACCESS 2000	11/3/2006	8:00 AM	4:00 PM
INTERMEDIATE WORD 2000	11/7/2006	8:00 AM	4:00 PM
ADVANCED WORD 2000	11/8/2006	8:00 AM	4:00 PM
PUBLISHER 2000	11/9/2006	8:00 AM	4:00 PM
WORD 2000 FORMS & TABLES	11/14/2006	8:00 AM	4:00 PM
EXCEL MACROS	12/4/2006	8:00 AM	4:00 PM
GROUPWISE 6.5	12/5/2006	8:30 AM	11:30 PM
INTRODUCTION TO EXCEL 2000	12/6/2006	8:00 AM	4:00 PM
EXCEL CHARTS AND GRAPHS	12/8/2006	8:00 AM	4:00 PM
COMPUTER BASED TRAINING	12/28/2006	8:00 AM	4:00 PM
INTERMEDIATE EXCEL 2000	1/9/2007	8:00 AM	4:00 PM
ADVANCED EXCEL 2000	1/11/2007	8:00 AM	4:00 PM
EXCEL DATABASES AND PIVOT TABLES	1/18/2007	8:00 AM	4:00 PM

PowerPoint Extras

A hyperlink is a link to a particular slide, another document or a specific Web page that may be referenced during a presentation. The hyperlink may be displayed as text or a graphic on the slide.

To create the hyperlink using the action button:

- Click **AutoShapes.**
- Click **Action Buttons.**

Choose the **document** action button for document. (The second one in the last row).

- Click on your slide and draw the button as large as you would like to have it.
- When the button is drawn **the Action Settings window** will open.
- Click on **Hyperlink** and choose the type of link you want.
- You can choose to link to another slide in the presentation, to another presentation, or document. If you choose another document or presentation, you will be able to browse to the document.
- Click **OK**. After choosing the document, the path is entered into the hyperlink address.

CAUTION: If you choose a document on the network, make sure you will be connected to the DHSS network when you make your presentation. If you will not be on the DHSS network, copy the file to the C:\drive and reset the PowerPoint link to the file on the C:\ drive.

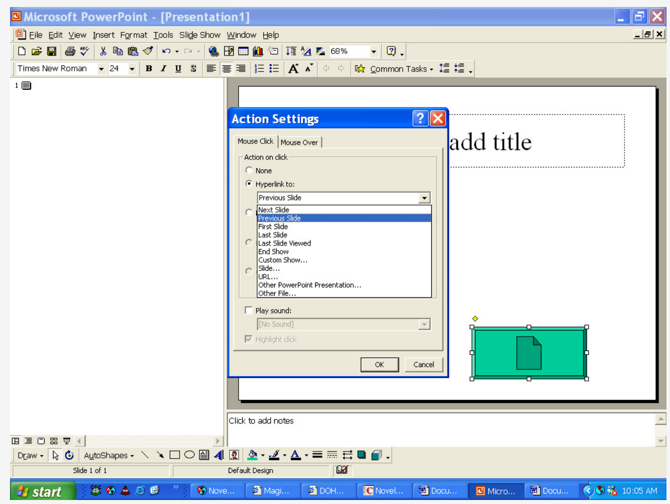
- If you choose URL, a window will open for you to enter a web address.
- Click OK.

During the presentation you can click on the action button, and it will perform the function you requested.

You can also link text, a picture from clip art, or a picture you have pasted into the document.

Right click on the selected text or picture and choose Hyperlink from the menu that pops up.

Repeat the steps above and you will be able to click on the text or picture during the presentation to move to the link.



MOHSIS Search Tips

1. **Wildcard Searches** – The * (asterisk) and ?(question mark) are wild card characters that can be substituted to broaden the search capabilities.

a. ? – The question is a placeholder. P??R would return names that begin with P and have a R in the fourth position. For instance, Perry and Pierce will be returned.

* - *NER would return names that have NER in the field. There is an assumed * at the end. For instance, Brauner and Nerman will be returned.

b. Caution should be used in doing too fuzzy* a search (a single letter in last name) and when using wildcard symbols. Some queries can take considerable time to process. The more specific the request is, the faster the search result.

2. Minimum Search Criteria

a. Party – It is recommended that you initially search on the last name (at least first 4-5 letters), initial (referred to as fuzzy* search). If the “number returned” is 50, you will need to refine the search by adding additional letters to the last name, adding additional letters to the first name and add the date of birth.

b. Locator – It is recommended that you initially search on Street #, Street Name, and not include the zip code or county. If the address is not in the system, MOHSIS will filter the zip code on the city and once the zip is entered, the county is filtered.

*An inexact data search that finds answers close to the desired data. It can get results when the exact spelling is not known or help users obtain information that is loosely related to a topic. (The hazard being that it may return too many records or take too long to run if too little is entered to return valid but limited data.)

Hidden Data in Word Documents

Did you know that there is data hidden in Word documents that does not display when opened normally in Word? Yes, it is there and some of it can be a security breach if not handled properly. This document pertains primarily to Office 2000, which is currently the DHSS standard.

To reduce on-screen clutter, you may have hidden some information in your document, for example, revision marks for tracked changes, comments, or hidden text. Before you give others a copy of the document, it is a good idea to review this "invisible" information and decide whether it is appropriate to include. When a document created with Word is sent electronically to another person, that person can access this hidden data. Simply opening a Microsoft Word document in a text editor such as WordPad or Notepad can show much of this data.

View the hidden data in your document:

View revision marks for tracked changes: Click *Tools, Track Changes, Highlight Changes*, and then select the *Highlight changes on screen* check box. This will “turn on” the revision marks so you can view them. You can also hide revision marks in a printed document and accept or reject revision marks in a document you plan to distribute online.

View comments already in a document: Click *View, Comments.*

View, hide, or delete hidden text: click *Options* on the *Tools* menu, click the *View* tab, and then select the *Hidden text* check box under *Formatting marks.*

Prevent hidden data from getting into your document in the first place:

In Word 2000 and earlier versions, click *Tools, Track Changes, Highlight Changes*. Click to clear the check mark in the "Track Changes while editing" box.

To see if the Track Changes feature is on, look at the status bar. When Track Changes is enabled, TRK appears in the status bar. When Track Changes is disabled, TRK is dimmed. NOTE: *Track Changes must be disabled before writing a document to prevent any hidden data resulting from changes made.*

To prevent user name, company name, etc. from being imbedded in the document:

In Word 2000, click *Tools*, then *Options*. Select the *User Information tab*. Clear the information in Name, Initials and Mailing Address and click OK.

Turn off Fast Save. This feature speeds up saving a document by saving only changes made to a document. However, text that you delete from a document may remain. Microsoft recommends turning off this feature to eliminate any chance of deleted text remaining in the document. Click *Tools*, then *Options*. Click the *Save* tab. Clear the "*Allow fast saves*" check box and click OK.

“Scrub” the hidden data from your Office Documents:

If you must use change tracking, comments or versioning, how can you be sure that only the final version of the document makes it to the recipient, and that first draft text is not still hiding somewhere, waiting to embarrass you?

All tracked changes should be removed if you click Accept All Changes in the Reviewing toolbar. Click **Tools, Track Changes, Accept or Reject Changes.**

If you do not quite trust these methods, one way to ensure that your document does not include your tracked changes is to convert the Word document to a PDF. You don’t have to buy Acrobat — you can simply use a free PDF tool like CutePDF. Submit an ASAP request to have CutePDF automatically installed on DHSS equipment.

Remove previous versions of a document: Save the current version as a separate document, and then distribute only that document. If you don't want to keep the previous versions, delete the unwanted versions, and then distribute the document.

Remove Comments:

Select the comment and click the *Delete Comment* button on the “Reviewing” toolbar.

Remove Personal Information:

To remove user name, company name, etc. from your Word 2000 document, click *Tools*, then *Options*. Select the *User Information tab*. Clear the information in Name, Initials and Mailing Address and click OK

Click *File, Properties.* Click the *Summary* tab and clear all personal information from the fields. Save the document.

To completely remove the deleted information from the document:

Open the document in Microsoft Word.

On the *File* menu, click *Save As*, type in a new file name and then click *Save*.

Searching for a Client in MOHSAIC Health Management (HM)

Searching for and finding a Client in MOHSAIC can be challenging, but it is a critical step in accessing a client's record without creating duplicates (see article in December 05 Tech Talk about handling duplicate records). MOHSAIC applications vary slightly in the location and search options available and offer several options to search for a client. Before a client search is undertaken, it is important to look at the client's known data:

- First name
- Last name
- Date of Birth (DOB)
- Social Security Number (SSN)
- Department Client Number (DCN)

Most Medical clients are registered with a SSN or DCN; if either of these is known, it provides the quickest and easiest methods for searching. Both of these numbers are unique per client; therefore, a client search by DCN or SSN should only return one client.

If the SSN or DCN is not known, then searching by "Person Search" or Name can be done with minimal known information, but searches done with little information will process longer than more exact information. Supplying more information results in a smaller and more workable number of clients returned. Though there is no "right way" to conduct a person search, there are minimum character requirements.

Search criteria can include:

- The first two letters (or more) of the Last Name and the first two letters (or more) of the First Name
- A checkmark to "Medical Client Only?"
- An entry in the Sex field (selecting 'Unknown' will only return clients whose records are marked 'Unknown')
- The date of birth (Month and Year are required for HM, but all three date fields are required for Department of Social Services searches)

Common names may return well over 100 records, so it is best to enter the last name, much of the first name, Sex, and Date of Birth, to the search criteria for very common names. If the correct client does not come up, the HM user can click on the DSS Search button to see if the client is known at DSS. If the client is found at DSS, the HM user should note the SSN, DCN, and DOB used on the DSS record to see if there is a difference from what was previously known. Then the user can search for the client in HM by SSN or DCN.

If the client is not found in HM but is at DSS, the client record can be brought over from DSS—to do this, the HM user will need to know the client's Zip Code and County of Residence.

If the client is not found in MOHSAIC or at DSS, the client record can be created by clicking on "Register with DCN" or "Register without DCN." Register with DCN creates a record in MOHSAIC and at DSS and assigns a DCN to that record. Register without DCN enters the client information in MOHSAIC but does not assign a DCN or create a matching record at DSS.

The default maximum number of clients the MOHSAIC HM system will return is 100. If more than 100 clients are found for the search criteria, the message "*100 or more rows found. Please refine your search.*" appears in the center bottom portion of the screen. If this happens, the search needs to be refined by adding additional information or the maximum rows to return needs to be higher, which can be keyed in the "Maximum rows to return" box.

MOHSAIC HM SEARCH TIPS:

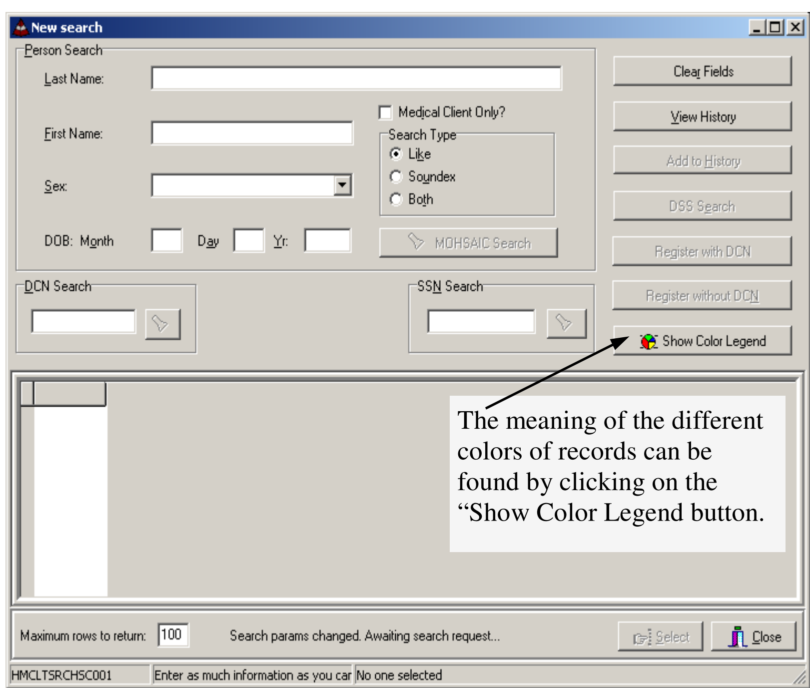
Because first names vary a great deal for a specific person, the first name can be truncated, e.g.. the name Deborah would be entered as "Deb" so the search would include first names entered as "Debi,," "Debbie," "Debby," etc. Another problem is joined names. A person might be under Jane Apple-Smith, Jane SmithApple, and either name with a single last name—Jane Smith or Jane Apple. (Hyphens and apostrophes and spaces are not allowed within the name because of constraints at DSS.)

It is best to start with more information and narrow it down if the correct client is not found.

Search Type selected affects the number of clients returned. *Like* will find exact matches. *Soundex* will find matches that sound like the criteria keyed in.

The wildcard % can be used to indicate multiple unknown letters.

NEW—Crystal Reports instructions for Health Management in Adobe Acrobat Reader format are located on the DHSS Intranet MOHSAIC Reports page at: http://172.17.34.5/mohsaic



MOHSAIC Web Application Searches—Childhood Lead, CLPP

Web application screens are generally separated into three parts, the Header with menu items at the top, the "Tree" on the left, and the details box on the right.

To search for a client in a Web Application, click on the menu "Client" then the submenu item "Manage" and an input box will come up. You can enter information in this order:

Key in the last name and wait for results to be returned. If it is a common name, there will be many returns, so you may want to further define your search by adding more information.

Key a comma then the first name. If there are still too many returns, add additional data to define the client further.

Space, then key in the date of birth so the entry will look like this: Doe, John 05/10/78 (you must enter zeros to the day and month—3/3/06 will not bring back results but 03/03/2006 will!)

The color of the icon figure designates if the client is Male (blue)  or Female (pink). 

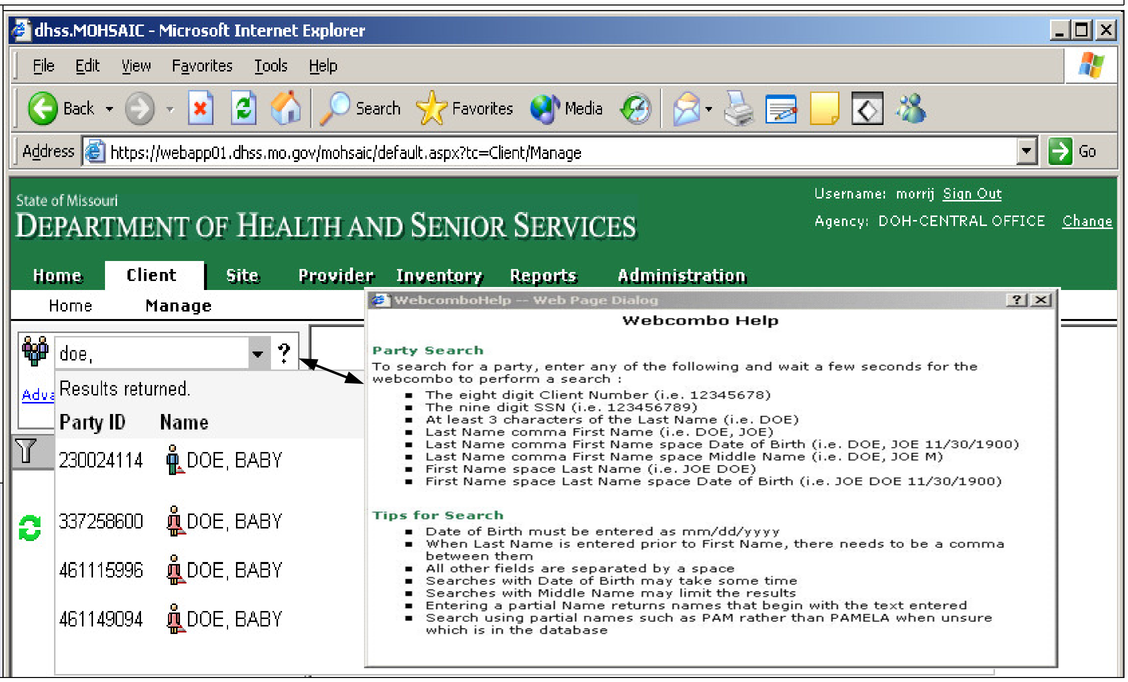
The small pyramid next to the figure's feet indicates that the person is a "Medical" client.

A question mark figure indicates that this client is not registered with a role (is non-medical, etc.) 

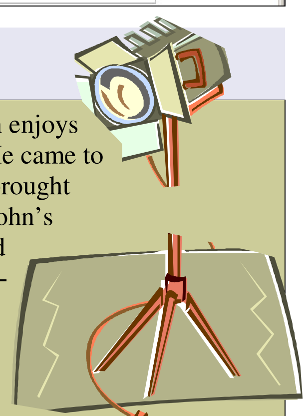
When the search returns too many records to view, the double down pointing arrow (Chevron) on the bottom of the search return window will bring up the next set of returned records.

When the correct client is returned, single click on the client in the list to view that client's tree view.

If you have a topic you would like to see in a Tech Talk newsletter, send it to: Support@dhss.mo.gov



EMPLOYEE SPOTLIGHT—AARON SCHUBERT



Aaron grew up in the Storm Lake and Ida Grove, Iowa area. Aaron enjoys deer hunting as a hobby and was always intrigued by computers. He came to Missouri his sophomore year of high school when his father's job brought the family to Columbia. During high school, he worked for PaPa John's Pizza, eventually rising to Manager. After graduation, he continued to work at PaPa John's, eventually moving to the Jefferson City restaurant.

After nearly three years, his interest in computers and desire to continue learning new technology finally overwhelmed his desire for a career as a Manager, and he attended Linn Tech where he received an Associate of Science degree in Networking Systems Technology. After graduation, Aaron turned his interest in computers into a career when he went to work at Capital Regional Medical Center as a PC/LAN Technician working on computers and their LAN (Local Area Network). January 1, 2003, Aaron came to DHSS as a Client Services Technician troubleshooting and repairing computers. At the end of February 2006, Aaron moved to Technical Services where he administers data backups and UNIX servers. Aaron is very happy with his career choice and plans to continue working with and learning new technology as it continues to evolve.